

W-03514A-13-D111

ORIGINAL

ARIZONA CORPORATION COMI



0000145062

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 2013 MAY 22 P 12:43 Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110706

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission  
DOCKETED  
Date: 5/17/2013

MAY 22 2013

Complaint By: First: Barbara L Last: Patterson-Fritts

DOCKETED BY

Account Name: Barbara L Patterson-Fritts

Home:

Street: n/a

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name: Bob Hardcastle

Contact Phone:

Nature of Complaint:

REFERRED FROM CHAIRMAN STUMPS OFFICE and cc'd THE COMMISSIONERS.

Please see reference Number 2013-110705 Complaint filed on behalf of Ms. Barbara Patterson-Fritts in regards to the Augmentation fee.

From: Barbara Patterson-Fritts [mailto:  
Sent: Tuesday, May 14, 2013 3:30 PM  
To: Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; Rburns-Web  
Subject: Brookes Utilities/ Payson Water Co.

I am Barbara Patterson-Fritts. I live at  
Community.

Mesa Del Caballo

Since May 1st, 2011, we have been charged an "Augmentation" fee for water hauling. This is in addition to a "Commodity" charge, both based on the Gallons Used. On September 28, 2010 the ACC issued Decision No. 71902, authorizing the implementation of the "Augmentation" surcharge from May 1st through September 30th.

Our meters are read mid-month. Our May bills charge Augmentation on the total usage from April 15th and our October bills charge for total usage to October 15th. Does this not need to be looked into?

We live on the curve/corner of Paloma Vista and since Wednesday, May 1st (when "Augmentation" goes into affect) we have observed many tanker loads of water being hauled to the tank on W. Barranca Dr. We have no knowledge of how much has been hauled to the other 4 tanks. This is very much a concern this early in the season.

I question the necessity of all this water hauling. I know of many empty properties, of many residents that are hauling their own water, and of several wells being drilled the past year or more. WHERE is all of this water going? We have never seen any pipe lines being repaired (neighbors yard and house was flooded by a broken

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

line in the street for 4 months!), or bad meters replaced (ours read 20 gal when it was turned off), much less any of the 7 - 8 wells being worked over or deepened. What about the tanks themselves? Are they leaking?

I received notice that Payson Water Co filed a request with ACC for a modification to its rate and charges which will affect all systems in the Company. I realize that this process is lengthy. I just hope that ACC denies the request UNLESS they have done major maintenance to the system in Mesa Del Caballo using funds they have collected the past years without putting any back into maintenance.

Sincerely,

Barbara L. Patterson-Fritts

\*End of Complaint\*

### Utilities' Response:

n/a

\*End of Response\*

### Investigator's Comments and Disposition:

5/20/13

I spoke with Ms. Patterson-Fritts, and advised her I was calling on behalf of Chairman's Stumps office. She mentioned that she received a call from Commissioner Bitter-Smith. I'm a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have filed an opinion on her behalf and will place it in the docket to be made of the official record. She thanked me.

\*End of Comments\*

Date Completed: 5/20/2013

Opinion No. 2013 - 110706

---